

COMMISSIONERS
ROBERT "BOB" BURNS, Chairman
BOYD DUNN
SANDRA D. KENNEDY
JUSTIN OLSON
LEA MÁRQUEZ PETERSON

**ARIZONA CORPORATION COMMISSION****SANDRA D. KENNEDY**1200 W. Washington
Phoenix, AZ 85007(602) 542-3933
www.azcc.gov

December 13, 2019

RE: IN THE MATTER OF THE RATE REVIEW AND EXAMINATION OF THE BOOKS AND RECORDS OF ARIZONA PUBLIC SERVICE COMPANY AND ITS AFFILIATES, SUBSIDIARIES AND PINNACLE WEST CORPORATION. (DOCKET NO. E-01345A-19-0003)

Commissioners and Interested Parties:

At the Open Meeting that was held on December 11, 2019, Arizona Public Service Company ("APS") CEO Jeff Guldner, along with several other company representatives, told this Commission that APS management became aware of issues with the online rate comparison tool on November 14, 2019. *They told this Commission that the issues with the tool only reached back to February 2019.* But the evidence shows the tool has been faulty from the very start, and the ratepayers have been telling us – APS and the Commission - for the past two years.

Last week, I requested all customer complaints, inquiries, and opinions that were communicated to the Arizona Corporation Commission ("ACC") from 2017-2019 regarding APS. On December 12, 2019, we received over 8,000 pages of customer complaints, inquiries, and opinions. They tell a very different story than the one fed to us Wednesday. Based on this information, it appears that APS continues to play the same game, but with different players.

Ratepayers notified APS, and this Commission, about the tool's use of incorrect data and how it steered them to the wrong plans since its inception in 2017. Here are just a few of the more damning complaints:

Complaint from Customer A to ACC on August 24, 2017: "However, I found out today from a representative at APS who contacted me that the tool comparison box was inaccurate and has been temporarily removed from their site. Apparently, it was putting out much higher increases due to a software glitch."

Complaint from Customer B to ACC on December 4, 2017: "I was using their rate plan comparison tool on the APS website too [sic] compare my current plan to the new rate plans that they are encouraging people to switch to. Their tool made it look like some of the new plans would result in costs close to the same as my current plan, but when looking closer they are falsely making them look better than they are. On several months I noticed that it is reporting that my current plan (Combined Advantage 7pm-noon) cost is much higher than [sic] it really is." ... "If people switch plans using this incorrect information, they will not be allowed to switch back because they are on one of the old plans and will be stuck with the newer plans that are much higher."

Regarding Customer B, on December 8, 2017, the ACC asked APS: Is there a discrepancy in customer's historical charges versus what rate comparison tool reports?

Response from APS Consumer Advocate Rotation, Jenna Nelson: "No, the rate comparison tool on the APS website reflects what the customer's energy charges would be based on the current rates."

Complaint from Customer C to ACC on January 22, 2018: "APS told me to contact Arizona Corporation Commission after they could not answer my questions or refer me to a person within APS who could answer price increase data." "Their website comparisons show a savings, but their analysis is inaccurate."

Response from APS Consumer Advocate Rotation, Jenna Nelson, to ACC, regarding Customer C: "Mr. ***** contacted APS and stated his belief that the rate comparison tool on the Company's website is inaccurate. The Company advised him that the rate comparison tool is accurate."

Complaint from Customer D on February 24, 2018: "APS provides an on-line rate comparison tool to be used in picking a plan that will work best for the homeowner. However, the rate comparison tool does not use actual billing data on which to base a reasonable plan choice. I have contacted APS customer representatives five times now to help me make a plan choice decision. Their representatives do not know where the data tool charts comes from either, or how to use the data in making a plan choice." ... "It looks as if I'm slowly being driven out of my home with APS rate increases. I will have to make a decision between less food and prescriptions or providing more money to the APS CEO and their stock holders" ... "Is there nothing the Commission can do to help us?"

Response from APS Consumer Advocate Rotation, Traci Dean to ACC, regarding Customer D: Ms. ***** contacted APS again and inquired as to why on the comparison tool was there a difference in the amount that reflected current charges as to what she had actually been billed. APS advised her that the Company was currently experiencing an issue with the Comparison tool."

There are thousands more pages, many detailing similar complaints from captive APS ratepayers. There are also complaints about the incorrect tool via social media dating from March 2018.

When I asked in the meeting Wednesday "Let me go back just a little bit because it was stated that you didn't realize until November that it wasn't working, you had issues. But the consultant for the Commission actually pointed it out in their report that there were some issues with this tool. So, did you know in February or before May of this year or did you, or are you just using the November as the date you discovered it?"

Ms. Kruger had stated: "November is the date that this came to our awareness and I believe the reference in the Overland drafts related to something else, and we did provide that tool for them to view as part of their work that they did for Staff under the rate review."

The Overland Report noted on page 5 that “APS’s rate comparison tool did not incorporate legacy rate plans or retail net metering, which, had it been available before the August 31, 2017 deadline, would have permitted solar customers to assess the benefits of different rate plans under net metering.”

This tool was faulty from the start. We know the capability was limited and failed solar customers in 2017. We know there were “software glitches” that led to customers being directed to higher rate plans and that led to the tool being temporarily removed in 2017. We know that customers screamed their concerns about the tool from the rooftops, and no one listened.

We know because they told APS, and they told us.

APS wants this Commission, and the public, to believe that management had no inkling of any problems until November of this year. They want us to believe customers’ issues with the tool were communicated only to customer service representatives, who did not relay any of that information to management levels. How does upper management of a multi-million dollar company not know exactly what is going on in their own Company? They never looked at social media? They never asked how the tool was being received or if there were any reported problems with the tool? Not one manager or supervisor came to upper management and said: “Um, we may have a problem here.”? They want us to focus solely on the problem brought to light in November, and to limit the inquiry to those 10,000 customers they have decided were impacted. If we do that, we will continue to fail the public.

I believe the appropriate response at this time is to order APS to give refunds (not credits) to customers who have been impacted since 2017. We should also look into a more appropriate amount of “inconvenience credit” that APS plans on crediting customers. The ratepayers have been swindled by this Company for years and they offer a \$25 “credit”? What a slap in the face. A \$25 apology for a mistake that has cost the ratepayers millions, is simply not enough. Additionally, I believe this Commission needs to immediately begin investigating sanctions in order to reign in this out of control Company. No more empty words, this Commission MUST take action now, and stop failing the ratepayers.

Sincerely,



Sandra D. Kennedy
Commissioner

On this 13th day of December, 2019, the foregoing document was filed with Docket Control as a Correspondence from Commissioner, and copies of the foregoing were mailed on behalf of Sandra D. Kennedy, Commissioner – A.C.C. to the following who have not consented to email service. On this date or as soon as possible thereafter, the Commission's eDocket program will automatically email a link to the foregoing to the following who have consented to email service.

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By:



Nanisha Ross
Executive Assistant

Arizona Public Service Company

Docket No. E-01345A-19-0003

Page 5

Arizona Corporation Commission Utilities Complaint Form

Investigator: Roxanne Best	Phone: <<< REDACTED >>>	Opinion Date: 8/24/2017
Opinion Number: 2017 - 144624		
Opinion Codes: Rate Case Items - Opposed	Closed Date: 8/24/2017 3:19 PM	
First Name:	Last Name:	Account Name:
Address: <<< REDACTED >>>		
City: Scottsdale	State: AZ	Zip Code: 85254
Home: <<< REDACTED >>>	Home: <<< REDACTED >>>	
Company: Arizona Public Service Company		Division: Electric

Nature Of Opinion

Docket Number: E-01345A-16-0123

Docket Position: Against

From:

Sent: Thursday, August 24, 2017 2:59 PM

To: Roxanne Best <RBest@azcc.gov>

Subject: Fw: APS RATE HIKES

Hello Roxanne:

Here is an email I sent to the reporter at the AZ Republic who has been writing recent commentary on APS rate hikes. Can you please share my story with the Commissioners?

Thank you in advance!!

<<< REDACTED >>>

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From:

Sent: Thursday, August 24, 2017 2:26 PM

To: ryan.randazzo@arizonarepublic.com

Subject: APS RATE HIKES

Hello Ryan:

I read your recent article in the Republic, "APS electricity bills going up as rate increase is approved". However, you indicated the average rate increase will be approximately \$6.00, and I also read on the APS website (press release) that the average residential rate increase is approx. 4.5%. Wow!!.....nothing could be further from the truth, based on my own APS account.

I live in zip code 85254 (northeast Phoenix/Scottsdale area) and I have been on a plan called 'Combined

Advantage" which has a Demand Factor for the peak hour during the 12 Noon to 7 pm time slot.

My current Demand Factor PRIOR to the August 19 rate increase was \$13.50, and on-peak Kw usage was 8.867 cents, and off-peak was 4.417 cents.

On August 19 those rates have gone up to a new Demand Factor of \$15.61, and on-peak Kw usage of 0.10256, and an off-peak charge of 0.04750.

Apparently, these are some sort of INTERIM RATE HIKEs.

However, as of January 1, we will be forced to choose one of the new rate plans on the APS website; and all of these plans have more increases. So, I am wondering, why are we subject to TWO rate increases during a 12-month period. Is this even lawful?.....I know the Commissioners approved a rate hike, but two rate hikes in a 12-month period, THIS IS SO UNFAIR.

And so the plan that would be most appropriate for my residence, also has a Demand Feature in it. It is called the SAVER CHOICE MAX PLAN..... And here are those rates, which will go into effect January 1.

The Demand Factor now jumps to \$17.438 for on-peak, the on-peak kwh charge is now. 0.08683 and the off-peak kwh usage is now 0.05230. These are for the summer rates which run from May 1 to Nov. 1. The winter rates, under this plan are similarly higher.....the demand factor is \$12.239, and the on-peak kwh rate is 0.06376 and the off-peak rate is 0.05230.

But here is the scary part..... when I did the rate comparison on the APS website, comparing my current rates over the past 11 months to this new plan (Saver Choice Max)....the rates are substantially higher for each month.....for example, my most recent bill dated August 2, 2017.....was \$352.11. This same bill, using the same amount of kwh.....(2961).....is now \$395.40 under the Saver Choice Max Plan.

My July 2017 bill was \$333.24..... is now \$355.35 under this new rate plan

My June 2017 bill was \$229.60.....is now \$259.21 under this new rate plan

My May 2017 bill was \$148.92.....is now \$211.18 under this new rate plan

My April 2017 bill was \$101.09.....is now \$148.73 under this new rate plan

My March 2017 bill was \$90.20.....is now \$97.65 under this new rate plan

My February 2017 bill was \$94.41.....is now \$113.06 under this new rate plan

My January 2017 bill was \$112.23.....is now \$125.93 under this new rate plan

My December 2016 bill was \$109.27.....is now \$134.51 under this new rate plan

My November 2016 bill was \$147.86.....is now \$165.33 under this new rate plan

My October 2016 bill was \$256.05.....is now \$302.44 under this new rate plan

Notice from above that these rates are substantially higher each month and much higher than the \$6.00 a month or a 4.5% monthly increase that has been out in the news. I have also compared my current rates to another plan called SAVER CHOICE PLUS...that plan offers a lower demand factor of \$8.40 for summer and winter off peak periods. However, those rates are even higher when I did the plan comparison on the APS website to my current plan. For example, my most recent August bill of \$352.11 would now be \$415.37 under the Saver Choice Plus Plan.

This is so unfair to APS residential customers!!.... It appears that the only people who win out of this are the investors of Pinnacle Capital and top management who are pulling down million dollar salaries. Their stock is now trading in the \$89-\$90 range when prior to all of this it was trading in the \$50-70 range. Also, according to the APS website, it appears that APS customers are subsidizing solar customers. How is that fair to me?

Also, it is not appropriate that the four commissioners, who voted for these increases, had major campaign contributions by APS. How bad is that??..... I am really shocked and dismayed with what's going on with APS. How can you help the consumers of Maricopa County and people like us who are newly retired and

living on fixed incomes?....We should not be penalized with demand factors simply because we have bigger homes and pools in the backyard. Unfortunately, we are stuck with APS here in Maricopa County....no choices....bad for the consumer.....so, I hope you will dig more deeply into this story and print the real truth about what's really going on with these rate hikes.

Sincerely,

<<< REDACTED >>>

<<< REDACTED >>>

<<< REDACTED >>>

<<< REDACTED >>>

<<< REDACTED >>>

<<< REDACTED >>>

From [<<< REDACTED >>>]

Sent: Saturday, August 26, 2017 12:05 AM

To: Roxanne Best <RBest@azcc.gov>

Subject: Update on complaint from APS customer

Hello Roxanne:

Just to follow up on our phone conversation this afternoon, I would prefer to withdraw my complaint that was placed on the docket on August 24, 2017. It was actually a copy of an email letter I sent to a reporter at the Arizona Republic who had been covering APS rate increases. I was not happy because the new rate plans appeared to have substantial increases over and above the reported increases of \$6.00 month. The APS website had a comparison tool where you could compare your current rates for the past 11 months with each of the new plans. However, I found out today from a representative at APS who contacted me that the tool comparison box was inaccurate and has been temporarily removed from their site. Apparently, it was putting out much higher increases due to a software glitch. It will be fixed and back online next week. This is what prompted me to write the email in the first place. So, the increases I talked about in my email letter to the reporter are not accurate. I also got clarification that the \$6.00 a month increase is an average figure for homes that use approx. 1,000 kWh per month. A bigger house with more square footage, pool, and using two A/C units, will require more kWh each month. Therefore, the increases would be appropriately higher for that type of home. Also, I had a chance to analyze all the tariff schedules on the APS site for the plans that would be most appropriate for my home, and I am finding that the rate increases are not substantial.

Thank you.

Scottsdale, Arizona

Investigation			
Date:	Analyst:	Submitted By:	Type:
8/24/2017	Roxanne Best	Telephone	Investigation

requested that all Commissioners be copied on her opinion regarding APS rate hike. I let her know that it would be docketed as well. Comments noted for record and docketed. Closed.

Arizona Corporation Commission

Utilities Complaint Form

Investigator: Mary Mee

Phone: <<< REDACTED >>>

Complaint Date: 12/4/2017

Complaint Number: 2017 - 147253

Priority: Respond within 5 business days

Complaint Codes:

Other - Company Policy/ Procedures

Closed Date: 12/19/2017 10:19 AM

Quality of Service - Customer Service Contact

First Name:

Last Name:

Account Name:

Address: <<< REDACTED >>>

City: Litchfield Park

State: AZ

Zip Code: 85340

Cell: <<< REDACTED >>>

Home: <<< REDACTED >>>

Email: <<< REDACTED >>>

Company: Arizona Public Service Company

Division: Electric

For Assignment

Phone: <<< REDACTED >>>

Email: <<< REDACTED >>>

Nature Of Complaint

I was using their rate plan comparison tool on the APS website too compare my current plan to the new rate plans that they are encouraging people to switch to. Their tool made it look like some of the new plans would result in costs close to the same as my current plan, but when looking closer they are falsely making them look better than they are. On several of the months I noticed that it is reporting that my current plan (Combined Advantage 7pm-noon) cost is much higher that it really is. For example, for July 2017 it is reporting that my current plan was \$519.60 , the Saver Choice Plus plan would have been \$500.25, and the Saver Choice Max plan would have been \$516.64. My actual July 2017 bill was \$477.52. If people switch plans using this incorrect information, they will not be allowed to switch back because they are on one of the old plans and will be stuck with the newer plans that are much higher.

For the Utility:

Please provide copy of July 2017 bill.

Is there a discrepancy in customer's historical charges versus what rate comparison tool reports?

What is length of time you need to be on plan prior to switching to another?

Investigation

Date:

Analyst:

Submitted By:

Type:

12/8/2017

Mary Mee

Email

Company Response

From: ConsAdv@apsc.com [mailto:ConsAdv@apsc.com]

Sent: Friday, December 08, 2017 4:28 PM

To: Mary Mee <MMee@azcc.gov>

Subject: RE: Arizona Corporation Commission Utility - Complaint #147253 -

Complaint Number: 2017 - 147253

Customer:

Address: Litchfield Park

Rate: EC1-2, Combined Advantage 7pm-noon rate

Autopay: Yes
Budget Billing Program Payment: \$298.00

Hi Mary,

My investigation found that the following are the most recent events that occurred on [redacted] account:

* 07/20/2017 - APS issued [redacted] their July monthly bill in the amount of \$245.52. The bill consisted of energy charges in the amount of \$477.52 for their energy usage of 3,415 kWh. The bill indicated the balance would be deducted from their checking or savings account on 08/04/2017.

* 08/04/2017 - The Autopay payment in the amount of \$245.52 applied towards [redacted] account.

* 08/15/2017 - The Commission approved the settlement agreement in APS's general rate case. Additional details can be found in Docket No. E-01345A-16-0036 (Decision No. 76295).

* 08/21/2017 - APS issue [redacted] their August monthly bill in the amount of \$245.52. The bill consisted of energy charges in the amount of \$376.07 for their energy usage of 3,041 kWh. The bill indicated the balance would be deducted from their checking or savings account on 09/05/2017. The bill indicated [redacted] monthly Budget Billing Payment amount would be adjusted from \$246.00 to \$298.00 due to the average bill amount changing and their debit Budget Billing balance of \$595.95.

* 09/05/2017 - The Autopay payment in the amount of \$245.52 applied towards [redacted] account.

* 09/21/2017 - APS issued [redacted] their September monthly bill in the amount of \$297.52. The bill consisted of energy charges in the amount of \$422.40 for their energy usage of 2,846 kWh. The bill indicated the balance would be deducted from their checking or savings account on 10/05/2017.

* 10/05/2017 - The Autopay payment in the amount of \$297.52 applied towards [redacted] account.

* 10/23/2017 - APS issued [redacted] their October monthly bill in the amount of \$297.52. The bill consisted of energy charges in the amount of \$274.82 for their energy usage of 1,713 kWh. The bill indicated the balance would be deducted from their checking or savings account on 11/07/2017.

* 11/07/2017 - The Autopay payment in the amount of \$297.52 applied towards [redacted] account.

* 11/17/2017 - APS issued [redacted] their November monthly bill in the amount of \$297.52. The bill consisted of energy charges in the amount of \$188.53 for their energy usage of 1,386 kWh. The bill indicated the balance would be deducted from their checking or savings account on 12/04/2017.

* 12/04/2017 - The Autopay payment in the amount of \$297.52 applied towards [redacted] account.

* 12/08/2017 - I spoke with [redacted] to discuss his concerns regarding the rate comparison tool on the APS website. He advised me that it was not a good time and would contact me on Monday, 12/11/2017. I will send an update once [redacted] has contacted me.

In response to your questions:

Is there a discrepancy in customer's historical charges versus what rate comparison tool reports?

No, the rate comparison tool on the APS website reflects what the customer's energy charges would be based on the current rates.

What is length of time you need to be on plan prior to switching to another?

Typically, customers are allowed to change their rate once every 12 months. However, due to the new rates, APS is allowing customers to change their rate twice in the first 12 month period.

Please let me know if you have any questions.

Thanks,

Jenna Nelson

APS Consumer Advocate Rotation

400 North 5th Street, Phoenix, AZ 85004-3902, M.S. 9774 Tel (602) 250-2280 jenna.nelson@aps.com aps.com

Arizona Corporation Commission

Utilities Complaint Form

Phone: <<< REDACTED >>>

Complaint Date: 1/3/2018

Priority: Respond within 5 business days

Quality of Service - Customer Service Contact

Closed Date: 1/30/2018 11:15 AM

Rates and Tariffs - Explanation of

Last Name: _____

Account Name: Dr.

Address:

State:

Zip Code:

Home: <<< REDACTED >>>

Division: Electric

Phone: <<< REDACTED >>>

Email: <<< REDACTED >>>

Nature Of Complaint

states that she has called several times to get details regarding the last rate case and has not been able to get the same answer twice. She does not have access to the internet. She also needs details on the new rate plans and that has also been different with each representative she spoke with. She requested a Manager, but never got one. A Supervisor did call her, but didn't have the answers she needed. She will be available the rest of this week, next Monday and next Friday only, between the hours of 12:30pm and 2pm for phone calls.

Questions for Company:

Please review current price plans with Customer.

Please respond to rate case questions.

Please contact Customer regarding her concerns and send written response to the Commission.

Investigation

Analyst:

Type:

Roxanne Best

Email

Company Response

From: ConsAdv@apsc.com [mailto:ConsAdv@apsc.com]

Sent: Tuesday, January 09, 2018 2:33 PM

To: Roxanne Best <RBest@azcc.gov>

Subject: RE: Arizona Corporation Commission Utility - Complaint #147586 -

Complaint Number: 2018 - 147586

Customer:

Address: 1

Rate: ET-1, Time Advantage 9pm-9am

Hi Roxanne,

My investigation found that the following are the most recent events that occurred or

s account:

- * 08/15/2017 - The Commission approved the settlement agreement in APS's general rate case which requires residential customers to change to a new rate by 05/01/2017. As part of this agreement, the new time-of-use rates offer new on-peak hours of 3pm-8pm Monday through Friday and include 10 holidays as off-peak. Additional details can be found in Docket No. E-01345A-16-0036 (Decision No. 76295).
- * 09/13/2017 - APS issued [redacted] her September monthly bill in the amount of \$390.93.
- * 09/14/2017 - [redacted] contacted APS to discuss her September monthly bill being higher than expected. The Company discussed her bill in detail and explained to her that the September bill included more days in the bill and had more kWh usage than the August bill. Additionally, APS advised [redacted] of the new rates available, however, she chose not to change her rate at this time.
- * 09/21/2017 - APS received a payment in the amount of \$390.93 towards [redacted] account.
- * 10/12/2017 - APS issued [redacted] her October monthly bill in the amount of \$199.47.
- * 10/15/2017 - APS received a payment in the amount of \$199.47 towards [redacted] account.
- * 10/17/2017 - [redacted] contacted APS regarding the new rates. The Company advised her that she has the option to manually change to a new rate, otherwise her account will be changed to the most like rate to her current rate by 05/01/2018 as the ET-1 rate will no longer be available. [redacted] did not choose a new rate at this time.
- * 11/09/2017 - APS issued [redacted] her November monthly bill in the amount of \$130.59.
- * 11/16/2017 - APS received a payment in the amount of \$130.59 towards [redacted] account.
- * 11/22/2017 [redacted] contacted APS regarding the prior four months bills. The Company provided her with the bill amounts. Additionally, APS completed a rate comparison and advised [redacted] that the R-3, Saver Choice Max would be the most economical rate based on her energy usage. However, the ET-1 rate is still the most economical rate based on her energy usage. The Company informed her that she will need to be switched to a new rate by 05/01/2018.
- * 12/13/2017 - APS issued [redacted] her December monthly bill in the amount of \$194.75.
- * 12/13/2017 - In an effort to assist customers in selecting the best new rate, APS mailed [redacted] a letter advising her that based on her historical energy usage as of 08/31/2017, it is recommended that she change to the TOU-E, Saver Choice rate.
- * 12/15/2017 - APS received a payment in the amount of \$194.75 towards [redacted] account.
- * 12/19/2017 - [redacted] contacted APS regarding the rate migration letter she received. The Company informed her it is based on 12 months of her historical energy usage. She asked APS to complete another rate comparison. The Company advised her that the rate comparison tool was experiencing an issue and was unavailable at that time. [redacted] asked when it would be fixed. APS advised her that an estimated time of restoral was not available at the time, however, she can complete a rate comparison on her own via the APS website. She then requested to speak with a supervisor. The APS supervisor discussed the new rates available for [redacted] to choose from. She then requested the total amount of her most recent 12 months bills. APS provided her with the total billed amount for the past 12 months. She then stated that she would just wait for APS to transition her account to a new rate.
- * 01/02/2018 - [redacted] contacted APS and immediately requested to speak with a supervisor. The Company informed her a supervisor was not available, however, she could expect a call back from an APS supervisor within 24 hours.
- * 01/03/2018 - An APS supervisor contacted [redacted] as requested. [redacted] questioned the approved rate increase amount and the APS supervisor explained to her that the percentage and dollar increase will vary between customers based on their energy usage.
- * 01/09/2017 - I am unable to reach [redacted] by telephone, therefore, I mailed her the attached letter requesting that she contact me. If I receive a response from her, I will send an update.

Please let me know if you have any questions.

Thanks,

Jenna Nelson

APS Consumer Advocate Rotation

400 North 5th Street, Phoenix, AZ 85004-3902, M.S. 9774 Tel (602) 250-2280 jenna.nelson@aps.com aps.com

Date:	Analyst:	Submitted By:	Type:
1/12/2018	Roxanne Best	Telephone	Investigation
called to say she was never contacted by APS by phone, no voicemail left. She got the phone number from me and will call Jenna. Is upset that the new rate plans are all that will be available to her.			
Date:	Analyst:	Submitted By:	Type:
1/23/2018	Roxanne Best	Telephone	Investigation
Called to verify ' contacted Jenna, got a message saying 'cannot come to phone at this time and to call back later'.			
Date:	Analyst:	Submitted By:	Type:
1/23/2018	Roxanne Best	Telephone	Investigation
Called and left vm with my name/number to let me know if still has questions, if contacted Jenna.			
Date:	Analyst:	Submitted By:	Type:
1/30/2018	Roxanne Best	Telephone	Investigation
No further contact from complainant. Closed.			
Date:	Analyst:	Submitted By:	Type:
2/1/2018	Roxanne Best	Telephone	Investigation
called to ask if I got a copy of the letter that Jenna sent her recently since it shows on the letter that I was cc'd. I told her I had not received the copy yet. She also requested that I explain the current formal complaint against them, but she had a meeting to go to and asked that I call her back about 1:30pm either Friday or Monday.			
Date:	Analyst:	Submitted By:	Type:
2/6/2018	Roxanne Best	Telephone	Investigation
called to ask what the current formal complaint was about. I again explained it is readily available online. She asked me to give her a summary. I opened the complaint and gave her a summary. She requested a summary on the two previously approved dockets 16-0123 and 16-0036 stating that Customer's should not have to read the whole docket. She said I should read the docket in it's entirety so that I could answer any questions because APS could lie not being a impartial 3rd party. I explained that the tariffs are available on APS's website and ours and that they a			
Date:	Analyst:	Submitted By:	Type:
3/5/2018	Roxanne Best	Telephone	Investigation
Traci with APS called to say I left a vm at their office asking for me to call her back between 12:30 and 1:30 today saying I needed to make an appointment with her. I explained to Traci that is one of their customers who had a complaint in previously, but I would call her back to find out what she needed.			

Arizona Corporation Commission

Utilities Complaint Form

Investigator: Al Amezcua

Phone: <<< REDACTED >>>

Complaint Date: 1/11/2018

Complaint Number: 2018 - 147703

Priority: Respond within 5 business days

Complaint Codes: Billing - Disputed

Closed Date: 1/29/2018 8:42 AM

Billing - High/ low

First Name: I

Last Name:

Account Name:

Address: <<< REDACTED >>>

City: Sun City West

State: AZ

Zip Code: 85375

Home: <<< REDACTED >>>

Company: Arizona Public Service Company

Division: Electric

For Assignment

Phone: <<< REDACTED >>>

Email: <<< REDACTED >>>

Nature Of Complaint

REFERRED FROM COMMISSIONER BURNS OFFICE.

From:

Sent: Tuesday, January 09, 2018 12:36 PM

To: RBurns-Web rburns-web@azcc.gov

Subject: Complaint about APS electric increase

I Have complained to APS about this problem numerous times and they say the new electric time of day rate plan which is mandatorily imposed on us this year will give some people the ability to lower their electric bill but some will pay more.....unfortunately I am one of the ones that will pay more...much more. Using APS's Service Plan Comparison tool on their web site, it shows my annual electric bill would go from \$2250.55 to \$2505.35 for the least expensive plan.....Service Choice Max. That is an 11.3 % increase. The comparison tool already factors in the rate increase that took place in August 2017. What can I do about this?

I am retired with my wife and a disabled son. There is always at least two people at home, probably making my electric use greater than average and using more electricity because of this, I have made many electricity conserving changes to my home. Over the last few years, I have replaced my heat pump with the the most efficient Trane heat pump available, put in a variable speed swimming pool pump, had my flat roof foam coated and sprayed with a white reflective material, I have had Aeroseal done to my interior ductwork to seal them, I have fluorescent and LED light bulbs around the house, and I have double pane windows. My water heater is on a timer to only run at off-peak rates and has a insulated blanket around it, my pool pump runs only at off-peak hours, the dishwasher is only run at off-peak hours, the laundry is only done on the weekend, I have added exterior roller shutters on the southwest side of my home to block the sun in summer months, and I had my older house stuccoed which involved first placing foam insulating panels around the

house.

Considering the needs of my disabled son, I have done everything possible in the house to reduce our electrify consumption. I will not be able to use APS's new rate schedules to save any more energy. I am rewarded by APS with them intending to increase my bill by 11.3%. There is really no other way for me to save energy anymore. Why am I being punished by APS?

Please explain

Is this correct that his bill will go up instead of down?

Why?

If his bill will increase by 11.3% is there anything he can do?

Is he on the best rate plan based on the new rates?

Date:	Analyst:	Investigation	
1/11/2018	Al Amezcua	Submitted By:	Type:
		Email	Investigation

From: Al Amezcua
Sent: Wednesday, January 10, 2018 4:22 PM
To: '
Cc: Al Amezcua
Subject: Complaint about APS electric increase

Good afternoon I

My name is Alfonso Amezcua with the Arizona Corporation Commission. I was assigned to investigate and respond to your complaint by Commissioner Burns office. At this time I need your service address and a telephone number where I can reach you at. Thank you in advance.

Alfonso Amezcua
Public Utilities Consumer Analyst II
Arizona Corporation Commission
1200 W Washington Street
Phoenix, Arizona 85007
(602) 542-0842 (office)
Aamezcua@azcc.gov
www.azcc.gov

Date:	Analyst:	Submitted By:	Type:
1/11/2018	Al Amezcua	Email	Investigation

From: '
Sent: Wednesday, January 10, 2018 6:19 PM
To: Al Amezcua <Aamezcua@azcc.gov>
Subject: Re: Complaint about AFS electric increase

Date:	Analyst:	Submitted By:	Type:
1/26/2018	Al Amezcua	Email	Company Response

-----Original Message-----

From: ConsAdv@apsc.com [mailto:ConsAdv@apsc.com]
 Sent: Thursday, January 18, 2018 2:30 PM
 To: Al Amezcua <Aamezcua@azsc.gov>
 Subject: RE: Arizona Corporation Commission Utility - Complaint #147703 -

Complaint Number: 2018 - 147703
 Customer: F
 Address:
 Rate: ECT-2, Combined Advantage /pm-Noon rate
 Autopay: Yes

Hi Al,

My investigation found that the following are the most recent events that occurred on [redacted] account:

- * 08/15/2017 - The Commission approved the settlement agreement in APS's general rate case which requires residential customers to change to a new rate by 05/01/2017. As part of this agreement, the new time-of-use rates offer new on-peak hours of 3pm-8pm Monday through Friday and include 10 holidays as off-peak. Additional details can be found in Docket No. E-01345A-16-0036 (Decision No. 76295).
- * 08/24/2017 - APS issued [redacted] his August monthly bill in the amount of \$248.21. The bill consisted of 503 on peak kWh usage, 1,697 kWh off peak usage and an on peak demand of 4.5 kW. The bill indicated the balance would be deducted from his checking or savings account on 09/08/2017.
- * 09/08/2017 - The Autopay payment in the amount of \$248.21 applied towards [redacted] account.
- * 09/25/2017 - APS issued [redacted] his September monthly bill in the amount of \$260.84. The bill consisted of 464 on peak kWh usage, 1,731 kWh off peak usage and an on peak demand of 4.5 kW. The bill indicated the balance would be deducted from his checking or savings account on 10/10/2017.
- * 10/10/2017 - The Autopay payment in the amount of \$260.84 applied towards [redacted] account.
- * 10/24/2017 - APS issued [redacted] his October monthly bill in the amount of \$187.29. The bill consisted of 308 on peak kWh usage, 1,065 kWh off peak usage and an on peak demand of 3.7 kW. The bill indicated the balance would be deducted from his checking or savings account on 11/08/2017.
- * 11/08/2017 - The Autopay payment in the amount of \$187.29 applied towards [redacted] account.
- * 11/22/2017 - APS issued [redacted] his November monthly bill in the amount of \$123.48. The bill consisted of 159 on peak kWh usage, 995 kWh off peak usage and an on peak demand of 2.6 kW. The bill indicated the balance would be deducted from his checking or savings account on 12/07/2017.
- * 12/07/2017 - The Autopay payment in the amount of \$123.48 applied towards [redacted] account.
- * 12/13/2017 - In an effort to assist customers in selecting the best new rate, APS mailed [redacted] a letter advising him that based on his historical energy usage as of 08/31/2017, it is recommended that he change to the R-3, Saver Choice Max rate.
- * 12/27/2017 - APS issued [redacted] his December monthly bill in the amount of \$160.13. The bill consisted of 137 on peak kWh usage, 1,489 kWh off peak usage and an on peak demand of 3.2 kW. The bill indicated the balance would be deducted from his checking or savings account on 01/11/2018.
- * 01/03/2018 - [redacted] contacted APS regarding the new rates and requested to opt out of the rate change. The Company informed him that it is not optional to change to a new rate. However, if he shifts his major energy usage to the new off peak hours then he may see more savings than the rate comparison shows based as the rate comparison is based on how he currently uses energy. [redacted] stated that he has made many improvements and changes to his home and lifestyle and feels that he is unable to make any more changes to help him benefit from the new rates.
- * 01/11/2018 - The Autopay payment in the amount of \$160.13 applied towards [redacted] account.
- * 01/18/2018 - I called [redacted] to discuss his concerns and left a message. If I receive a response from him, I will

send an update.

In response to your questions:

Is this correct that his bill will go up instead of down? Why? If his bill will increase by 11.3% is there anything else he can do?

My investigation found that if _____ does not make any changes to his energy usage than his bill will increase. If _____ can shift his off peak usage to the new hours then he will most likely see more savings than the rate comparison tool shows.

Is he on the best rate plan based on the new rates?

_____ has not chosen to change to a new rate plan at this time.

Please let me know if you have any questions.

Thanks,

Jenna Nelson
APS Consumer Advocate Rotation
400 North 5th Street, Phoenix, AZ 85004-3902, M.S. 9774 Tel (502) 250-2280 jenna.nelson@aps.com aps.com

Date:	Analyst:	Submitted By:	Type:
1/26/2018	Al Amezcua	Email	Investigation

-----Original Message-----

From: Al Amezcua
Sent: Friday, January 26, 2018 10:12 PM
To: 'jenna.nelson@aps.com' <jenna.nelson@aps.com>
Cc: Al Amezcua <Aamezcua@azcc.gov>
Subject: RE: Arizona Corporation Commission Utility - Complaint #147703 -

Good afternoon Jenna,

Have your hard back from _____ as of the date of this email? If your answer is no, can you reach out to him one more time, if still no response please write him a letter and copy Commission Staff directly.

Thank you,

Alfonso Amezcua
Public Utilities Consumer Analyst II
Arizona Corporation Commission
1200 W Washington Street
Phoenix, Arizona 85007
(602) 542-0842 (office)
Aamezcua@azcc.gov
www.azcc.gov

Date:	Analyst:	Submitted By:	Type:
1/29/2018	Al Amezcua	Telephone	Investigation
1/27/18			

From: _____
Sent: Wednesday, January 24, 2018 1:57 PM
To: Al Amezcua <Aamezcua@azcc.gov>
Subject: Re: Complaint about APS electric increase

Dear Mr. Amezcua. Thank you for your reply. I did receive a telephone call on January 18, 2018 from APS, a woman named "Jenner". I must say that she really did not take a tremendous interest in my situation. She essentially took a company line. She basically said that the new rate plan could??? be cheaper for me. We discussed this at length and Miss Jenner although quoting things from the APS Service Plan Comparison tool on their web site, did not seem to have an intimate knowledge of the calculations that take place within that Service Plan Comparison Tool. As a result I did not find credibility with her comments. I just got a PR talk and no real resolution of my concern that I may have to pay 11.3% more for electricity just because of a rate plan change....which should have no increase. What a terrible

thing to be trapped in.

Date:	Analyst:	Submitted By:	Type:
3/12/2018	Al Amezcua	Telephone	Investigation

2/15/18

-----Original Message-----

From: ConsAdv@apsc.com [mailto:ConsAdv@apsc.com]

Sent: Thursday, February 15, 2018 5:58 PM

To: Al Amezcua <Aamezcua@azcc.gov>

Subject: FW: Arizona Corporation Commission Utility - Complaint #147703 -

Hi Al,

Update:

01/19/2018 - I spoke with [redacted] regarding his concerns. I applauded him on his energy efficiency and shifting his energy usage to off peak hours. I explained to [redacted] that if he changes from the ECT-2 rate to the R-3, Saver Choice Max rate and shift his off peak energy usage to begin at 8:00pm then he will not see as large of an increase as the rate comparison tool shows on the APS website. I advised him that the rate comparison tool is looking at how he consumed energy in the previous 12 months and does not take into consideration if he makes changes to his usage patterns. I recommended he change from ECT-2 to the R-3 rate. [redacted] did not agree to change to a new rate at this time.

Please let me know if you have any questions.

Thanks,

Jenna Nelson
APS Consumer Advocate Rotation
602-250-2280

Arizona Corporation Commission

Utilities Complaint Form

Investigator: Al Amezcua

Phone: <<< REDACTED >>>

Complaint Date: 1/22/2018

Complaint Number: 2018 - 147802

Priority: Respond within 5 business days

Complaint Codes:

Billing - Billing Unclear/ confusing

Closed Date: 1/29/2018 11:04 AM

Billing - High/ low

First Name:

Last Name: I

Account Name: J

Address: <<< REDACTED >>>

City: Scottsdale

State: AZ

Zip Code: 85258

Cell: <<< REDACTED >>>

Email: <<< REDACTED >>>

Company: Arizona Public Service Company

Division: Electric

For Assignment

Phone: <<< REDACTED >>>

Email: <<< REDACTED >>>

Nature Of Complaint

APS told me to contact Arizona Corporation Commission after they could not answer my questions or refer me to a person within APS who could answer price increase data. I have had same home for over 32 years with same plan (Combined Advantage 9:00 AM - 9:00 PM). On August 19, 2017 they froze this plan and increase the rate over 15% (Both Summer/Winter months). I then compared to conversion plan (Saver Choice Max) and that would increase rates an additional 6-7%. Their website comparisons show a savings, but their analysis is inaccurate. I bill between \$3,500/\$4,500 per year over the time I was on plan. This 20%+ increase will cost me an additional \$700 to \$900 annually. I have attached an excel file that shows my analysis using one winter/summer month for illustration. I would like to schedule a meeting to review my history/analysis with your utility experts. This is NOT a \$6.00 per month increase that APS is advertising, but a significant change/increase for all customer's. I selected a new plan that offers lowest rate, but still over a 20% increase per month (summer/winter). Please call me and I can provide additional information for review. I would like to join others that filed a complaint on this increase, as they are not being honest with their statements. Thanks for you consideration

Why would a customer rep tell him to contact the ACC?

Please contact your customer and answer his questions regarding the new rates and an increase in his bills.

		Investigation	
Date:	Analyst:	Submitted By:	Type:
1/29/2018	Al Amezcua	Email	Company Response

-----Original Message-----

From: ConsAdv@apsc.com [mailto:ConsAdv@apsc.com]

Sent: Friday, January 26, 2018 5:14 PM

To: Al Amezcua <Aamezcua@azcc.gov>

Subject: RE: Arizona Corporation Commission Utility - Complaint #147802 -

Hi Al,

I have begun my investigation into :

r - concerns and left him a message on 01/26/2018. I provided him my

contact information and asked that he contact me to discuss his concerns. I will send you an update with details regarding his account once I have spoken with him.

Please let me know if you have any questions.

Thanks,

Jenna Nelson
APS Consumer Advocate Rotation
400 North 5th Street, Phoenix, AZ 85004-3902, M.S. 9774 Tel (602) 250-2280 jenna.nelson@aps.com aps.com

Date:	Analyst:	Submitted By:	Type:
1/29/2018	Al Amezcua	Telephone	Investigation

I left a detailed voice mail message asking him to please contact APS at their Consumer Advocate office. If he needed to speak with me he could reach out too. I provided my contact info.

Date:	Analyst:	Submitted By:	Type:
1/29/2018	Al Amezcua	Telephone	Investigation

He returned my call, we discussed his complaint all over again. He wanted to know if there was any type of filing or opposition at this time? I advised him that a formal complaint was filed under the APS rate case. If he wished at this time he could submit his opinion in favor or opposed to the formal complaint. He wanted to do so. I provided him the steps on our website to file his opinion. I provided him the necessary information (18-0002) formal complaint docket number. He thanked me for the information. CLOSED.

Date:	Analyst:	Submitted By:	Type:
2/8/2018	Al Amezcua	Telephone	Investigation

-----Original Message-----

From: ConsAdv@apsc.com [mailto:ConsAdv@apsc.com]
Sent: Wednesday, February 07, 2018 5:51 PM
To: Al Amezcua <Aamezcua@azcc.gov>
Subject: FW: Arizona Corporation Commission Utility - Complaint #147802 -

Complaint Number: 2018 - 147802

Customer:

Address: 6001 N. 19th Ave, Phoenix, AZ 85018
Rate: EC1-1R, Combined Advantage split-rate

Hi Al,

Update:

My investigation found that the following are the most recent events that occurred on [redacted] account:

* 08/15/2017 - The Commission approved the settlement agreement in APS's general rate case which requires residential customers to change to a new rate by 05/01/2018. As part of this agreement, the new time-of-use rates offer new on-peak hours of 3pm-8pm Monday through Friday and include 10 holidays as off-peak. Additional details can be found in Docket No. E-01345A-16-0036 (Decision No. 76295).

* 08/17/2017 - APS issued [redacted] his August monthly bill in the amount of \$301.01. The bill consisted of 2,072 kWh of energy usage. The bill indicated the balance would be deducted from his checking or savings account on 09/01/2017.

* 09/01/2017 - The Autopay payment in the amount of \$301.01 applied towards [redacted] account.

* 09/19/2017 - APS issued [redacted] his September monthly bill in the amount of \$436.85. The bill consisted of 3,282 kWh of energy usage. The bill indicated the balance would be deducted from his checking or savings account on 10/04/2017.

* 10/04/2017 - The Autopay payment in the amount of \$436.85 applied towards [redacted] account.

* 10/17/2017 - APS issued [redacted] his October monthly bill in the amount of \$316.80. The bill consisted of 2,009 kWh of energy usage. The bill indicated the balance would be deducted from his checking or savings account on 11/01/2017.

- * 11/01/2017 - The Autopay payment in the amount of \$316.80 applied towards [redacted] account.
- * 11/15/2017 - APS issued [redacted] his November monthly bill in the amount of \$214.12. The bill consisted of 1,400 kWh of energy usage. The bill indicated the balance would be deducted from his checking or savings account on 11/30/2017.
- * 11/30/2017 - The Autopay payment in the amount of \$214.12 applied towards [redacted] account.
- * 12/13/2017 - In an effort to assist customers in selecting the best new rate, APS mailed [redacted] a letter advising him that based on his historical energy usage as of 08/31/2017, it is recommended that he change to the R-3, Saver Choice Max rate.
- * 12/18/2017 - APS issued [redacted] his December monthly bill in the amount of \$264.52. The bill consisted of 2,158 kWh of energy usage. The bill indicated the balance would be deducted from his checking or savings account on 01/02/2018.
- * 01/02/2018 - The Autopay payment in the amount of \$264.52 applied towards [redacted] account.
- * 01/08/2018 - [redacted] contacted APS and stated his belief that the rate comparison tool on the Company's website is inaccurate. The Company advised him that the rate comparison tool is accurate. [redacted] stated that he created a spreadsheet and if he finds inaccuracy between his spreadsheet and the rate schedule that he may contact the Arizona Corporation Commission. He advised the Company that once he had finished reviewing his spreadsheet he would contact APS to discuss his concerns further. [redacted] also advised that the display on the meter at his residence is blank and feels that the reads may be inaccurate. He requested to have it exchanged. APS scheduled to have the meter at his residence exchanged, the Company informed [redacted] that the meter is still communicating with the Company and reads are still being obtained.
- * 01/18/2018 - APS issued [redacted] his January monthly bill in the amount of \$341.26. The bill consisted of 2,816 kWh of energy usage. The bill indicated the balance would be deducted from his checking or savings account on 02/02/2018.
- * 01/26/2019 - An APS technician visited [redacted] s residence and exchanged the meter due to a blank display.
- * 01/26/2018 - [redacted] contacted the Company regarding his December bill. He stated that his belief that he has off peak holidays on his rate ECT-1R and he should not have been billed for his demand on 12/25/2017 as it was a holiday. The Company informed him that his rate does not include off peak holidays. [redacted] stated that he is unable to access his hourly reads on the APS website. In the spirit of customer service, APS agreed to send [redacted] a copy of his hourly reads.
- * 01/26/2018 - I called [redacted] to discuss his concerns and left a message.
- * 01/29/2018 - I spoke with [redacted] regarding his concerns about the approval of the rate increase. [redacted] stated his belief that the rate increase was not properly presented to the Commission and that it was not communicated well. I apologized to him for his concerns and advised him I appreciated his feedback. He then stated that his current rate, ECT-1R has had six major holidays included as off peak. I informed him that his current rate does not include holidays. I explained to him that the off peak holidays were added when the on peak hours of Noon-7pm were introduced. [redacted] stated his belief that this is not accurate. I offered to send him the rate schedules showing that off peak holidays are not a part of his current rate, ECT-1R. He did not show interest in receiving these documents as he feels they are inaccurate. He advised me that he would send me the spreadsheet that he created that reflects the rate increase based on his own analysis. I agreed to contact him back once I have had the opportunity to review the information that he sends to me.
- * 02/02/2018 - APS received a payment in the amount of \$341.26 towards [redacted] account.
- * 02/07/2018 - I spoke with [redacted] and discussed the spreadsheet that he sent me comparing the costs for the ECT-1R rate before 08/19/2017 and the ECT-1R rate (after 08/19/2017). We also discussed the details of the current ECT-1R rate and the R-3 rate. Additionally, I advised [redacted] that there was a decrease in the adjustors so it is important to factor these in when comparing the costs. [redacted] stated his belief that the adjustors do not make a large enough impact to include. I advised him where he can locate the adjustor tariffs on the APS website. [redacted] asked when his account will be transitioned to the R-3 rate. I advised him his account would be transitioned as early as mid-March. I informed him that he would receive a letter in the mail prior to his account being transitioned.

In response to your questions:

Why would customer rep tell him to contact the ACC?

APS referred I to the ACC as he had concerns about the rate tariffs. The APS representative will be coached to prevent inappropriately referring customers to the ACC in the future.

Please let me know if you have any questions.

Thanks,

Jenna Nelson

APS Consumer Advocate Rotation

400 North 5th Street, Phoenix, AZ 85004-3902, M.S. 9774 Tel (602) 250-2280 jenna.nelson@aps.com aps.com

Arizona Corporation Commission

Utilities Complaint Form

Investigator: Trish Meeter	Phone: <<< REDACTED >>>	Inquiry Date: 1/25/2018
Inquiry Number: 2018 - 147938	Priority: Respond within 5 business days	
Inquiry Codes: Rates and Tariffs - Explanation of	Closed Date: 12/28/2018 1:06 PM	
First Name:	Last Name:	Account Name:
Address: <<< REDACTED >>>		
City: Phoenix	State: AZ	Zip Code: 85020
Home: <<< REDACTED >>>	Email: <<< REDACTED >>>	
Company: Arizona Public Service Company		Division: Electric

Nature Of Inquiry

I received the notification of forced plan changes from APS and, despite reading all the material, I could not discern true pricing among the options, nor could I make a confident decision as to which plan would be most beneficial for my family. Even after contacting APS and speaking in detail for 30 minutes, I spent another couple of hours digging through the APS website to find pricing information for each plan. What I found was that it would require that I download hourly usage detail and perform complex analysis to feel comfortable about my choice. Building pivot tables and formulas isn't my idea of fun! Using APS' online tool produced an entirely different result that was presented in the notification document, so I have no confidence that the APS plan comparison tool is working as designed. Under all options, the estimators show a net INCREASE in my annual spend...on TOP of the 20% increase that occurred 2 months ago. Further, there is no way to confidently select the most economical plan, nor a method to alert consumers when energy use behavior is exceeding thresholds and cause additional costs. Expecting individual consumers to manage to demand pricing without providing any method for real-time monitoring of demand is unreasonable. Forcing plan changes that will result in pricing increases that are impossible for consumers to avoid is unacceptable. It would have been nice for consumers to weigh in on changes that promise to negatively impact so many. At LEAST we could have anticipated the budgetary impact and guided the Utility on what information we need to navigate the impact these change will have to our lives. Instead, I've advised the family that we'll cease cooking family dinner in the evening during the summer, since it would jeopardize maintaining a low Demand fee and increase Peak energy usage.

Arizona Corporation Commission

Utilities Complaint Form

Investigator: Mary Mee

Phone: <<< REDACTED >>>

Complaint Date: 3/1/2018

Complaint Number: 2018 - 148565

Priority: Respond within 5 business days

Complaint
Codes:

Rates and Tariffs - Explanation of

Closed Date: 3/23/2018 4:02 PM

Quality of Service - Customer Service Contact

First Name:

Last Name:

Account Name:

Address: <<< REDACTED >>>

City: Scottsdale

State: AZ

Zip Code: 85254

Home: <<< REDACTED >>>

Email: <<< REDACTED >>>

Company: Arizona Public Service Company

Division: Electric

For Assignment

Phone: <<< REDACTED >>>

Email: <<< REDACTED >>>

Nature Of Complaint

REFERRAL FROM THE OFFICE OF COMMISSIONER BURNS

From: I

Sent: Saturday, February 24, 2018 2:36 PM

To: RBurns-Web <rburns-web@azcc.gov>

Subject: APS Rate Increases

Commissioner Burns:

As a homeowner, I'm concerned about the APS rate increase that will take place next month.

I have lived in Arizona for at least 40 years and am now retired after working 35 years for the DOD.

I am also a Navy veteran from the Vietnam War Era and at 77 years of age I live on a fixed income.

APS provides an on-line rate comparison tool to be used in picking a plan that will work best for the homeowner.

However, the rate comparison tool does not use actual billing data on which to base a reasonable plan choice.

I have contacted APS customer representatives at least five times now to help me make a plan choice decision. Their

representatives do not know where the data in the comparison tool charts comes from either, or how to use the data in making a plan choice.

So it is anybody's guess as to what we will actually have to pay to keep the lights on! The so called "demand fee" usage rate

could be enormous to say the least, as well as, the new regular rate increases.

It looks as if I am slowly being driven out of my home with APS rate increases. I will have to make a decision between

less food and prescriptions or providing more money to the APS CEO and their stock holders. APS has no competition

and so homeowners are at their mercy. Is there nothing the Commission can do to help us? This is so wrong!

Thank you for your time.

Sincerely,

For the Utility:

Please advise why the historical information on the rate tool doesn't match with customer's billing.

Discuss rate plans with her.

Investigation			
Date:	Analyst:	Submitted By:	Type:
3/1/2018	Mary Mee	Telephone	Investigation
Spoke with customer to get address and let her know this was going to APS advocacy office.			
Date:	Analyst:	Submitted By:	Type:
3/8/2018	Mary Mee	Email	Company Response

From: ConsAdv@apsc.com [mailto:ConsAdv@apsc.com]
Sent: Wednesday, March 07, 2018 5:30 PM
To: Mary Mee <MMee@azcc.gov>
Subject: RE: Arizona Corporation Commission Utility - Complaint #148565

Hi Mary,

I am in the process of having one of APS's Rate Analyst review Ms. _____'s account.

I will provide you with a complete written response on no later than 3/9/2018.

I have contacted Ms. _____ and advised her I am investigating her concerns.

Thank You,

Traci Dean
Consumer Advocate
400 N. 5th Street, Phoenix, AZ 85004-3902, M.S. 9774
602-250-2280 (ofc)
traci.dean@aps.com

Date:	Analyst:	Submitted By:	Type:
3/19/2018	Mary Mee	Telephone	Investigation
Emailed Traci requesting update.			
Date:	Analyst:	Submitted By:	Type:
3/21/2018	Mary Mee	Telephone	Investigation
Called Traci and lvm regarding update.			

Date: 3/22/2018 **Analyst:** Mary Mee **Submitted By:** Email **Type:** Company Response

From: Traci.Dean@aps.com [mailto:Traci.Dean@aps.com]
Sent: Thursday, March 22, 2018 3:36 PM
To: Mary Mee <MMee@azcc.gov>
Subject: FW: Arizona Corporation Commission Utility - Complaint #148565 - Barbara Freeman

Complaint: 148565
Customer:
Address:
Established: 8/9/2006
Rate: R-3, Saver Choice Max

Hi Mary,

My investigation found that the following are the most recent events that occurred on Ms. 's account:

- . 08/15/2017 - The Commission approved the settlement agreement in APS's general rate case which requires residential customers to change to a new rate by 05/01/2018. As part of this agreement, the new time-of-use rates offer new on-peak hours of 3pm-8pm Monday through Friday and include 10 holidays as off-peak. Additional details can be found in Docket No E-01345A-16-0036 (Decision No. 76295).
- . 10/23/2017 - Ms. ' contacted APS regarding the new rates. APS discussed the new rates in detail with her that were available to her based on her usage. She did not select a new rate at this time.
- . 12/13/2017 - APS emailed Ms. ' a letter advising her that based on her historical energy usage as of 08/31/2017; it is recommended that she change to the R-3, Saver Choice Max rate.
- . 2/8/2018 - APS mailed Ms. ' a letter that advised her if she did not select a new rate she would be transitioned to the R-3 rate.
- . 2/15/2018 - Ms. ' contacted APS regarding the rate comparison tool on the APS website and stated she did not understand how APS was calculating the rates. APS advised her that she would see an estimated saving of \$110.00 on the new rate.
- . 2/20/2018 - Ms. ' contacted APS again and inquired as to why on the comparison tool was there a difference in the amount that reflected current charges as to what she had actually been billed. APS advised her that the Company was currently experiencing an issue with the Comparison tool.
- . 3/6/2018 - APS exchanged the meter at Ms. 's residence to accommodate the on peak hours of 3pm - 8pm on her new rate of R-3.
- . 3/7/2018 - I contacted Ms. ' regarding her concerns. I advised her I would have her account evaluated by a Rate Analyst and once this was complete I would contact her.
- . 3/22/2018 - I called and spoke with Ms. ' and advised her that the difference she was seeing in the comparison tool was due to the rate increase. Meaning, to give her a more realistic estimate of what to expect on the new rate, APS had projected the rate increase over the previous 12 months not just since the rate increase approval of 8/15/2017. I advised her that I would be happy to send her a spread sheet that is based off of her actual bill amounts. I encouraged her to review the information and if she still had additional questions to please contact me. She thanked me for contacting her regarding her concerns.

Mary, I have attached a copy of the spreadsheet that I emailed to Ms. ' today. Please let me know if you have any questions.

Thank You,
Traci Dean
Consumer Advocate
400 N. 5th Street, Phoenix, AZ 85004-3902, M.S. 9774
602-250-2280 (ofc)
traci.dean@aps.com

Date: 3/22/2018 **Analyst:** Mary Mee **Submitted By:** Email **Type:** Investigation

I emailed Traci requesting copy of spreadsheet she emailed to Ms
as Traci had said.

, as it was not attached to response email

Date:	Analyst:	Submitted By:	Type:
3/23/2018	Mary Mee	Telephone	Investigation

I spoke with Ms. she said Traci answered her questions to the best of her ability. Also, she mentioned the rehearing request and I provided information regarding the docket and how to make a public comment.

Arizona Corporation Commission

Utilities Complaint Form

Investigator: Trish Meeter

Phone: <<< REDACTED >>>

Complaint Date: 3/2/2018

Complaint Number: 2018 - 148572

Priority: Respond within 5 business days

Complaint Codes:

Billing - High/ low

Closed Date: 3/12/2018 11:45 AM

First Name:

Last Name:

Account Name:

Address: <<< REDACTED >>>

City: Scottsdale

State: AZ

Zip Code: 85255

Home: <<< REDACTED >>>

Company: Arizona Public Service Company

Division: Electric

For Assignment

Phone: <<< REDACTED >>>

Email: <<< REDACTED >>>

Nature Of Complaint

REC'VD THRU THE OFFICE OF COMMISSION BURNS

In conversation w/ Burns staff, caller stated company is forcing her to change her rate now. There is a software issue. They are not helping her.

In conversation with CONS staff, she indicated her bills are higher with less usage and less on-peak hours than those of previous months. She is looking for an explanation for the increased bills. She feels eminent domain should take place to take away the power of the company, but does not wish to make comment on the matter.

To the company:

Please contact the customer to discuss her bill concerns.

Would customer benefit from being on a different plan?

Please provide the Commission with a written response once customer has been contacted.

Investigation

Date:	Analyst:	Submitted By:	Type:
3/12/2018	Trish Meeter	Email	Company Response

Hi Trish,

I left you a voicemail earlier today to discuss Ms. _____'s concerns but haven't heard back yet.

Ms. _____ filed an Inquiry in February regarding the same concerns mentioned in this complaint. Please see my response to AI and let me know if you would still like me to contact Ms. _____?

-----Original Message-----

From: Consumer Advocate, (ConsAdv)
Sent: Thursday, February 08, 2018 6:16 PM
To: 'Aamezcua@azcc.gov'
Subject: RE: Arizona Corporation Commission Utility - Inquiry #148102 - Denise Arcati

Inquiry Number: 2018 -148102
Customer:
Address:
Established Service: 05/16/1997
Rate: R-Basic, Premier Choice rate
E-3: Yes

Hi AI,

My investigation found that the following are the most recent events that occurred on Mr. and Ms. _____'s account:

- * 12/07/2017 - APS issued Mr. and Ms. _____ their December monthly bill in the amount of \$59.70.
- * 12/26/2017 - APS received a payment in the amount of \$55.65 towards Mr. and Ms. _____'s account.
- * 01/09/2018 - APS issued Mr. and Mr. and Ms. _____ i their January monthly bill in the amount of \$61.59.
- * 01/12/2018 - APS mailed Mr. and Ms. _____ a letter indicating that their account would be transitioned from the ET-2, Time Advantage rate to the TOU-E, Saver Choice rate.
- * 01/30/2018 - Ms. _____ contacted APS to inquire about what rate her account would be transitioned to. The Company advised her the account will be transitioned to the TOU-E rate as it is most like her current rate, ET-2, between 02/06/2018 and 02/09/2018.
- * 01/31/2018 - Ms. _____ contacted APS to change the transition rate from the TOU-E rate to the R-Basic rate. The Company recommended that she transition to the TOU-E, however, Ms. _____ requested to be transitioned to the R-Basic rate.
- * 01/31/2018 - APS received a payment in the amount of \$61.59 towards Mr. and Ms. _____'s account.
- * 02/01/2018 - Ms. _____ contacted APS to discuss the R-Basic rate and if she goes over the monthly kWh threshold. The Company advised her that the account is reviewed on an annual basis and would not be changed until the following year if her average kWh usage is higher than the threshold for the R-Basic rate.
- * 02/02/2018 - Ms. _____ contacted APS as she was unsure which rate would be best for energy usage as a rate comparison is not available for her account. The rate comparison tool is not available for customers who have a non-standard (non-AMI) meter at their residence. The Company discussed the different rate plans with her in detail. She stated that she would just transition to the R-Basic rate.
- * 02/06/2018 - Ms. _____ contacted APS and stated that she was advised she had until May to change to her rate. The Company informed her that they would look into having the rate transition rescheduled and contact her back.
- * 02/06/2018 - APS contacted Ms. _____ to inform her that the rate transition cannot be rescheduled. She then requested to speak with a supervisor. The APS supervisor informed her that on 01/31/2018 that she agreed to change from the ET-2 rate to the R-Basic rate and this could not be canceled or rescheduled. The APS supervisor advised her

that she can change her rate again within the next 12 months if she chooses to be on a different rate than the R-Basic rate.

* 02/07/2018 - APS issued Mr. and Ms. i their February monthly bill in the amount of \$59.76.

* 02/08/2018 - Mr. and Ms. s account was transitioned from the ET-2 rate to the R-Basic rate.

* 02/08/2018 - I spoke with Ms regarding her concerns. I provided her a detailed explanation of the TOU-E rate and the R-3 rate. I advised her that her rate transition date could not be changed. However, I agreed to allow Ms. to have an analysis completed by her friend and contact me by 04/20/2018 to advise if they found that another rate would be more economical than the R-Basic rate based on her energy usage. I advised her that if she contacts me I am willing to rebill her account on the more economical rate in the spirit of customer service. I recommended that she view the rate tariffs on the APS website and if she needs assistance in locating the information she may contact me. Ms. stated that she understood.

Please let me know if you have any questions.

Thanks,

Jenna Nelson
APS Consumer Advocate Rotation
400 North 5th Street, Phoenix, AZ 85004-3902, M.S. 9774 Tel (602) 250-2280 jenna.nelson@aps.com aps.com

-----Original Message-----

From: Aamezcua@azcc.gov [mailto:Aamezcua@azcc.gov]
Sent: Friday, February 02, 2018 4:49 PM
To: Consumer Advocate, (ConsAdv)
Cc: Aamezcua@azcc.gov
Subject: Arizona Corporation Commission Utility - Inquiry #148102 -

USE CAUTION - EXTERNAL SENDER:(Aamezcua@azcc.gov)

Do not click on links or open attachments that are not expected.

For questions or concerns, please email the APS Cyber Defense Center team at ACDC@apsc.com <mailto:ACDC@apsc.com> or contact the APS Helpdesk.

This is an inquiry filed on 2/2/2018. The inquiry and any supporting documents is attached for your review and response.

Please let me know if you have any questions.

Thanks,

Jenna Nelson
APS Consumer Advocate Rotation
602-250-2280

Date:	Analyst:	Submitted By:	Type:
3/12/2018	Trish Meeter	Telephone	Investigation

left voice message with ' regarding company response to both her recent call to the Commissioner and her complaint filed in early Feb 2018 w/AI.

Company is willing to rebill her account with the lower rate, should she get back to them by 4/20/18 requesting a different plan after evaluation with her friend.

Advised her to contact me if she had further questions or concerns.

Previous complaint No. is 148102

Date:

4/27/2018

Analyst:

Trish Meeter

Submitted By:

Telephone

Type:

Investigation

04/27/18

A call was received from Ms. stating she has left 2 emails and several phone messages requesting a callback for discussion of rate plans, a comparison of 2 rate plans based on specific usage and the type of meter required for her chosen plan.

She is looking for Jenna to respond to her two emails and address the concerns contained in them

Please contact the customer and advise Commission of results of that conversation.

Trish

Arizona Corporation Commission

Utilities Complaint Form

Investigator: Roxanne Best

Phone: <<< REDACTED >>>

Complaint Date: 5/10/2018

Complaint Number: 2018 - 150329

Priority: Respond within 5 business days

Complaint
Codes:

Billing - Disputed

Billing - High/ low

Closed Date: 6/11/2018 10:41 AM

First Name:

Last Name:

Account Name:

Address: <<< REDACTED >>>

City: Scottsdale

State: AZ

Zip Code: 85255

Cell: <<< REDACTED >>>

Email: <<< REDACTED >>>

Company: Arizona Public Service Company

Division: Electric

For Assignment

Phone: <<< REDACTED >>>

Email: <<< REDACTED >>>

Nature Of Complaint

Dear Corporation Commission Representative, I received my APS bill dated April 27, 2018 for the period March 26, 2018 through April 27, 2018. The bill showed a 19% (\$6.62/\$7.88) increase in daily cost from the same period last year even though usage was relatively constant (1652 kWh/1663 kWh). (This represented a nearly 20% increase in cost from the prior year's bill.) This bill was the first month of the new APS billing plan. The APS site and APS representative recommended that we choose the Saver Choice plan. That Plan was not even the most cost effective plan offered by APS for our usage. That would have been the Saver Choice Max. My understanding is that APS was approved for about a 5% increase last year. However, the new rate structure adds another 15% plus the higher impact of relative fees and taxes. I spoke with a Supervisor who identified herself as Marissa at Ext. #179489. Marissa explained that the disparate impact would level out in future months, however, APS's own estimator did not estimate the April bill be \$60 higher than last year. Marissa's computer froze and she was not able to look at the APS cost comparison tool. She indicated that she would call me back, but did not. I am certain that APS did not accurately represent the impact of the approved rate increase and the rate structure change to the Commission. If they did and a 20% rate hike was approved, the public will prove this out and the Commission will have to provide an explanation for such a rate hike. Please call me at (480) 459-1611 or email me at andrewjohnanderson@yahoo.com to discuss this complaint. Thanks, Andy Anderson

Questions for Company:

Please review Customer's account and verify he is on the correct rate plan.

Please explain why rate tool showed Customer's bill would be less?

Please contact Customer regarding his concerns and send written response to the Commission.

Investigation

Date:

Analyst:

Submitted By:

Type:

5/16/2018

Roxanne Best

Email

Company Response

From: ConsAdv@apsc.com [mailto:ConsAdv@apsc.com]

Sent: Wednesday, May 16, 2018 4:19 PM

To: Roxanne Best <RBest@azcc.gov>
Subject: RE: Arizona Corporation Commission Utility - Complaint #150329 - Andrew Anderson

Complaint Number: 2018 - 150329

Customer:

Address:

Rate: R-3, Saver Choice Max rate

Budget Billing Program Payment: \$313.00

Established Service: 06/12/2004

Hi Roxanne,

My investigation found that the following are the most recent events that occurred on Mr. _____'s account:

- * 08/15/2017 - The Commission approved the settlement agreement in APS's general rate case which requires residential customers to change to a new rate by 05/01/2018. As part of this agreement, the new time-of-use rates offer new on-peak hours of 3pm-8pm Monday through Friday and include 10 holidays as off-peak. Additional details can be found in Docket No. E-01345A-16-0036 (Decision No. 76295).
- * 02/26/2018 - APS mailed Mr. _____ a letter indicating that his account would be transitioned to the TOU-E, Saver Choice rate as it is most like his current rate (ET-1, Time Advantage 9pm-9am) if he does not manually change to another rate of his choice prior to 03/27/2018. Additionally, the letter indicated that the R-3, Saver Choice Max rate is most economical based on his energy usage.
- * 03/27/2018 - Mr. _____'s account was transitioned from the ET-1 rate to the TOU-E rate.
- * 03/28/2018 - APS issued Mr. _____ his March monthly bill in the amount of \$313.00. The bill included a previous credit balance in the amount of \$98.00 leaving a balance in the amount of \$215.00. The bill consisted of \$155.25 in energy charges and 1,262 kWh of energy usage.
- * 04/01/2018 - APS received an online request to change Mr. _____'s account from the TOU-E rate to the R-3 rate.
- * 04/13/2018 - APS received a payment in the amount of \$300.00 towards Mr. _____'s account via the Company's website.
- * 04/27/2018 - APS issued Mr. _____ his April monthly bill in the amount of \$313.00. The bill included a previous credit balance in the amount of \$85.00 leaving a balance in the amount of \$228.00. The bill consisted of \$252.29 in energy charges and 1,663 kWh of energy usage.
- * 04/28/2018 - Mr. _____'s account was changed from the TOU-E rate to the R-3 rate.
- * 05/08/2018 - Mr. _____ contacted APS regarding the increase in his April 2018 bill compared to his April 2017 bill. The Company explained to him that the account was transitioned from the ET-1 rate to the most like rate, TOU-E. APS informed him that the online request to change to the R-3 rate will take effect approximately on 04/27/2018. Mr. _____ was upset about the increase in his April bill and stated that he would file a complaint with the Arizona Corporation Commission. He then requested to speak with an APS supervisor. The supervisor explained to him that during the lower usage months he will most likely see a larger increase, however, during the summer when the usage is higher he is more likely to see savings. The supervisor attempted to complete a rate comparison, however the rate comparison tool was not working at this time and the supervisor agreed to call Mr. _____ back.
- * 05/08/2018 - The APS supervisor contacted Mr. _____ as previously agreed. Unfortunately, the supervisor did not get through to Mr. _____.
- * 05/11/2018 - APS received a payment in the amount of \$300.00 towards Mr. _____'s account.
- * 05/16/2018 - I called Mr. _____ to discuss his concerns and left a message. If I receive a response from him I will send an update.

In response to your question:

Please explain why rate tool showed Customer's bill would be less?

The rate comparison tool compares the customer's current rate to other available rates based on the previous 12 months. Mr. _____'s account is now on the R-3 rate and the rate tool shows that his April bill would've been approximately \$35 less on the R-3 rate compared to TOU-E rate.

Please let me know if you have any questions.

Thanks,

Jenna Nelson
APS Consumer Advocate Rotation
400 North 5th Street, Phoenix, AZ 85004-3902, M.S. 9774 Tel (602) 250-2280 jenna.nelson@aps.com aps.com

Date:	Analyst:	Submitted By:	Type:
5/18/2018	Roxanne Best	Email	Investigation

From: Roxanne Best
Sent: Friday, May 18, 2018 2:51 PM
To: 'a
Subject: APS Complaint #150329

Hello,

I received a response from APS that they left a voicemail for you on 5/3/18. If you have not returned the call yet or you missed the message please contact Jenna at 602-250-2280.

Thank you,

Roxanne Best

Date:	Analyst:	Submitted By:	Type:
6/11/2018	Roxanne Best	Telephone	Investigation

No further contact from consumer. Closed.

Arizona Corporation Commission

Utilities Complaint Form

Investigator: Trish Meeter	Phone: <<< REDACTED >>>	Complaint Date: 5/15/2018
Complaint Number: 2018 - 150528		Priority: Respond within 5 business days
Complaint Codes:	Rates and Tariffs - Explanation of	Closed Date: 5/29/2018 12:00 PM
First Name:	Last Name:	Account Name:
Address: <<< REDACTED >>>		
City: Glendal	State: AZ	Zip Code: 85306
Cell: <<< REDACTED >>>	Email: <<< REDACTED >>>	
Company: Arizona Public Service Company		Division: Electric
For Assignment	Phone: <<< REDACTED >>>	Email: <<< REDACTED >>>

Nature Of Complaint

I signed up to lease solar panels to cover 100% or more of my annual energy usage on 8/25/2017. The installer at the time was Renewable energy electric (for Sun Power). I was not asked what rate plan I would like to be grandfathered into, not advised of the energy plan recommendations with system I was installing or the due date to change my rate plan. Shortly after signing this contract I find that the company Renewable energy had filed bankruptcy and went out of business which is why my solar was only just turned on at the end of March 2018 When I've had the panels on my roof since September. It makes the most sense for me to be on the Standard rate plan versus the one I'm on currently (time advantage). My solar panels would have generated enough energy to cover all of my energy usage if this were the case. I called APS multiple times to try and change my plan and I explained what had taken place but they stated it was out of their hands. This is why I am contacting you. I should not be penalized for the lack of information relayed to me by the installer who was just trying to get a sale before their company went out of business. They made a lot of false promises trying to get this sale through (like 2 months credits for referrals and a Nest thermostat which I've been told cannot be done). This entire process has been frustrating for me and if you are able to help me with this one issue (grandfathering into the Standard rate plan) it would make things a whole lot better for me. I really hope that you are able to help me. If you have any questions or comments/concerns please contact me via email at:

Thank you in advance for your help.

Please contact the customer and provide him with a copy of any notification sent regarding deadlines for rate plan selections.

Was notification sent to all customers who had submitted an application for solar system approval?

Were solar contractors/installers provided with rate plan information?

What information can be provided to the customer that will show a comparison between the legacy rate plan and the new rate plan?

Is it possible the new plan may be more beneficial?

Please provide a written response to the Commission once the customer has been contacted.

Date:	Analyst:	Investigation	Type:
5/29/2018	Trish Meeter	Submitted By:	Company Response
		Email	

Complaint Number: 2018-150528
Customer:
Address: 1
Established Service: 12/19/2007
Rate: EPR-6, Net Metering rate with ET-2, Time Advantage 7pm-Noon rate

Hi Trish,

My investigation found that the following occurred regarding Ms. s concerns:

- * 08/15/2017 - The Commission approved the settlement agreement in APS's general rate case. This approved agreement allows existing solar customers and those who submit a completed solar application by 08/31/2017 to be grandfathered into the existing Net Metering rules and existing retail rates (legacy rates). It is important to note that future solar customers who submitted their solar application by the deadline also needed to be placed on their preferred legacy retail rate by 08/31/2017 in order to take advantage of grandfathering. Additional Details can be found in Docket No. E-01345A-16-0036 (Decision No. 76295).
- * 08/25/2017 - APS received Ms. s customer application to install a solar photovoltaic (PV) system at her residence.
- * 08/28/2017 - APS received the installer application to complete Ms. s initial solar application. The installer application is an in depth application that shows the design of the PV system and how it will interconnect to the grid in addition to other technical details pertaining to the PV system. Installers are not to begin installing the PV system until the solar application has been approved by APS. This is in an effort to avoid installers having to make changes to an already installed PV system.
- * 09/21/2017 - APS reviewed and approved Ms. 's customer and interconnection application allowing her to go forward with the installation of the PV system.
- * 01/09/2018 - APS received a notification that Ms. changed her solar installer from Renewable Energy Electric to Arizona Solar Concepts.
- * 02/21/2018 - APS received the city clearance from the municipality indicating Ms. s PV system passed their inspection.
- * 02/23/2018 - APS received the final documents required to complete Ms. s solar application.
- * 03/08/2018 - APS approved Ms. s solar application in its entirety.
- * 03/12/2018 - APS installed the appropriate meters at Ms. s residence. A bi-directional meter along with an APS production meter are the required meters for solar customers. The bi-directional meter is the billing meter that allows APS to record the energy delivered to the customer and the excess energy received from the customer. The APS production meter records the total amount of energy generated by the PV system. The installation of these meters

allowed Ms. [redacted] to activate her PV system and reduce her load from APS by consuming her own generated electricity.

* 03/15/2018 - Ms. [redacted] called APS and requested to change her rate. APS informed her that the only rates available were the new rates which would cause her to lose her grandfathered status.

* 03/27/2018 - APS emailed Ms. [redacted] her March monthly bill that consisted of energy charges in the amount of \$118.83. A portion of this billing period included Ms. Lee's reduced energy due to the activation of her PV system.

* 04/26/2018 - APS emailed Ms. [redacted] her April monthly bill that consisted of energy charges in the amount of \$47.24. The year prior, her energy charges were \$143.46.

* 04/27/2018 - Ms. [redacted] called APS and requested to change to the E-12, Standard legacy rate. APS informed her that she was not able to change legacy rates as the deadline to change legacy rates was 08/31/2017. APS explained to her that if she changed to a new rate then she would lose EPR-6 and her grandfathered status.

* 05/04/2018 - Ms. [redacted] called APS again and request to be changed to E-12. She stated her belief that this is the rate she is supposed to be on and that no one explained this to her from her solar company when going through the application process. She stated the company and since gone out of business. APS explained to her that the E-12 rate is no longer an option to change to and provided her energy savings tips to maximize her savings on her grandfathered rates.

* 05/21/2018 - I called Ms. [redacted] to discuss her concerns and left a message.

* 05/22/2018 - I spoke with Ms. [redacted] and confirmed that she was appropriately informed by Customer Service that the E-12 rate is no longer available to change to. However, I advised her that the ET-2 rate may be more of a benefit and used her first full bill with solar as an example (April bill). I informed her that the only energy usage she was billed for was off-peak usage which is at a lower cost than the E-12 rate. Additionally, I advised her that she is building a good bank of on-peak credits which will help offset her on-peak usage from APS as the summer gets warmer and her on-peak usage from APS increases. Ms. [redacted] was thankful for the information I provided but was disappointed she could not change to the E-12 rate as she believes this will be the meter rate for her. She stated the individual(s) she worked with from her solar company did not provide her any direction on rates when she knows they assisted her friends with rates. She stated her friend worked with the same company but a different individual who recommended they change to the E-12 rate by the deadline.

In response to your questions:

Was notification sent to all customers who had submitted an application for solar system approval?

Yes, APS sent existing solar customers and those who submitted an application by the deadline of 08/31/2017 a notification confirming their grandfathered status.

Were solar contractors/installers provided with rate plan information?

Yes, contractors/installers were made aware of the deadline to change legacy rates as approved by the Commission.

What information can be provided to the customer that will show a comparison between the legacy rate plan and the new rate plan? Is it possible the new plan may be more beneficial?

APS is still finalizing the rate comparison tool allowing solar legacy rates to be compared to the new solar rates. It is very likely that it is more cost effective for Ms. Lee to remain on her grandfathered rates than the new solar rates. However, this is difficult to determine after only a couple of months of usage history with solar. It is best to have a minimum of six months of energy usage with solar to ensure which rates will be most advantageous.

Please let me know if you have any questions.

Thanks,

Elizabeth McFall
Consumer Advocate Sr.

400 North 5th Street, Phoenix, AZ 85004-3902 Tel 602 250 2280 ConsAdv@apsc.com apsc.com

Date:	Analyst:	Submitted By:	Type:
5/29/2018	Trish Meeter	Telephone	Investigation
closed on company contact and explanation			

Arizona Corporation Commission

Utilities Complaint Form

Investigator: Deborah Reagan Phone: <<< REDACTED >>> Complaint Date: 5/28/2019
Complaint Number: 2019 - 158588 Priority: Respond within 5 business days
Complaint Codes: Rates and Tariffs - Explanation of Closed Date:
Other - Company Policy/ Procedures

First Name: <<< REDACTED >>> Last Name: <<< REDACTED >>> Account Name: <<< REDACTED >>>
Address: <<< REDACTED >>>
City: Phoenix State: AZ Zip Code: 85022
Home: <<< REDACTED >>>

Company: Arizona Public Service Company Division: Electric
For Assignment Phone: <<< REDACTED >>> Email: <<< REDACTED >>>

Nature Of Complaint

*** REFERRED FROM CHAIRMAN BURNS' OFFICE ***

***** ACCT # *****

From:

Sent: Tuesday, May 21, 2019 8:29 PM

To: RBurns-Web <rburns-web@azcc.gov>; Tobin-Web <Tobin-Web@azcc.gov>; Dunn-Web <Dunn-Web@azcc.gov>; SDKennedy-Web <SDKennedy-Web@azcc.gov>; Olson-Web <Olson-Web@azcc.gov>

Subject: Re: APS

Good morning Corp commission members :)

Sorry for the blanket email.

I wanted to restate my issues with the rate hike and its switch to a 3 component plan. My previous testimony is here <https://www.youtube.com/watch?v=WQndIkVbsX4>

I have been in communication with the reporter in the recent Arizona Republic news story. I am having further issues with the APS tool to evaluate the best plan for me. It does not work. As I cannot be the only person with this issue the reporter is following up with APS on this. This lack of a functioning tool makes checking what the best rate is for consumers impossible.

On 5/20/2019 5:56 PM, wrote:

My testimony at the APS rate hike hearing..

<https://www.youtube.com/watch?v=WQndIkVbsX4>

On 5/20/2019 5:52 PM, wrote:

Thier response will be interesting. I can't possibly be the only one with this issue.

Thanks again.

You could login to my acct if you wanted to, but, you can't see more then a year of data, so, its hard to see what impact the rate change made.

Have no fear of logging in, im using a password thats disposable for me.

user xxxxxxxxxxxxxxxxx

pass xxxxxxxxxxxxxxxxx

On 5/20/2019 5:47 PM, Randazzo, Ryan wrote:

I'm a bit hesitant to use your account number to log into your account, and it appears I need a username and password to do so anyhow.

But I'm forwarding this to my contacts at the company in hopes they can straighten this out for you.

RR

From:

Sent: Monday, May 20, 2019 5:44 PM

To: Randazzo, Ryan <Ryan.Randazzo@arizonarepublic.com>

Subject: Re: APS

Thank you for replying Ryan, I know your a busy guy.

I went ahead and tried the tool using a few different methods yesterday and then again today. I have a IT background.

You can use my account as a example if you would like to with APS. I would be happy to hear from APS and help work this out so the public can change to a plan that is correct for them.

My APS account #

I can see my usage and billing data going back a year. So. I have no idea why this tool is not working.

As far as usage data and being able to compare properly, APS makes this very difficult going back time frames like 3-5 years. The rate changes went into effect more then a year ago the tools do not allow you to look at usage data before and after the rate change.

Again, I use serious automation to keep things off during on-peak times. Yet. My nills have really increased. The other issue, which I testified at the rate appeal hearing is that the shift from 7-8pm in off-peak hours has caused a actual degradation in my life style. I can't do laundry, shower or cook now until after 8pm. As I wake up at 5am for work, this extra hour I have to wait has caused less sleep.

On 5/20/2019 5:10 PM, Randazzo, Ryan wrote:

Thanks

I've had other customers show me their results from the tool in the last two days so either the problem was limited or you caught them at a bad time.

However, the tool has gone offline altogether in the past so I'll ask them about it.

RR

From:

Sent: Sunday, May 19, 2019 4:41 PM

To: Randazzo, Ryan <Ryan.Randazzo@arizonarepublic.com>

Subject: APS

I have participated in the lawsuit against APS. I have been present and testified at the hearings.

I have seen a 70% increase in my bill EVEN THO I use automation and have been using a 3 component plan for more then 10 years with APS. So I understand time of use, demand very well.

Your news story is a result of APS not educating people on the plans. This "mistake" by APS has generated TONS of money for APS.

I just used the link in your story and decided to compare plans again..

Ive been at the same address for 16 years. So APS has 16 years of data and billing for me..

The "tool" produced the results below.. This prevents me from checking if I can get a better plan. No surprise as APS appears to be out to make a LOT of money in very unethical manner.

I wanted you to be aware the the tool you linked to does not work..

Why is customer unable to use the "tool" to evaluate the best rate plan for his needs?

Is APS experiencing problems with other customers having this same issue?

Is there a way customer can compare his usage from 3-5 years ago....prior to APS new billing system?

Please contact customer to address his concerns and provide response to Commission staff.

		Investigation	
Date:	Analyst:	Submitted By:	Type:
5/28/2019	Deborah Reagan	Telephone	Investigation

Sent the following e-mail to customer -

From: Deborah Reagan
Sent: Tuesday, May 28, 2019 4:49 PM
To:
Subject: FW: re: APS

Dear

Your recent e-mail to the Arizona Corporation Commission was received and has been referred to me from Chairman Burns' office. I am a Consumer Analyst in the Utilities Division.

In order to file a complaint on your behalf with the APS Executive Office, I will need your last name, street address (including city and zip code) and a day time phone number where you can be reached. Commission staff does not have access to customer's accounts for privacy reasons and I will need to file the complaint to be able to address your questions/concerns. When I receive the requested information, I will file the complaint. A representative from the APS Executive Office will contact you within 5 business days to resolve your concerns and will also provide me a response after they have spoken with you.

Regards,

Deb Reagan
Public Utilities Consumer Analyst II
Arizona Corporation Commission
1200 W. Washington Street
Phoenix, Arizona 85007
(602) 542-4251 (office)
dreagan@azcc.gov
www.azcc.gov

5/28 - Customer responded -

From:
Sent: Tuesday, May 28, 2019 7:28 PM
To: Deborah Reagan <DReagan@azcc.gov>
Subject: Re: FW: re: APS

Hi Deb,

Thank you for responding and working this into a complaint on my behalf.

<<< REDACTED >>>
<<< REDACTED >>>
Phoenix Arizona 85022

My APS account number, which may help APS is

I have attached a screen shot of one of the issues I have encountered which is still unresolved.. I can't check if my plan is the best one for me.

My broader issue is stated in my testimony at the hearing in the link below.
<https://www.youtube.com/watch?v=WQndikVbsX4>

I look forward to hearing soon from APS.

Date:	Analyst:	Submitted By:	Type:
6/7/2019	Deborah Reagan	Email	Company Response

My investigation found that the following occurred regarding Mr. <<< REDACTED >>> ' concerns:

* 08/15/2017 - The Commission approved the settlement agreement in APS's general rate case which requires residential customers to change to a new rate by 05/01/2018. As part of this agreement, the new time-of-use rates offer new on-peak hours of 3pm-8pm Monday through Friday and include 10 holidays as off-peak. Additional details can be found in Docket No. E-01345A-16-0036 (Decision No. 76295).

* 02/20/2018 - In an effort to assist customers in selecting the best new rate, APS mailed Mr. <<< REDACTED >>> a letter advising him that based on his historical energy usage, it is recommended that he change to the TOU-E, Saver Choice rate. Additionally, it advised him the R-3, Saver Choice Max rate is most comparable to his current rate, ECT-2, Combined Advantage 7pm-Noon rate. The letter stated that if he did not manually select a rate then his account would transition to the R-3 rate between 03/21/18 and 03/26/2018 as it is most like their current rate.

* 02/28/2018 - Mr. <<< REDACTED >>> requested to change to the R-3 rate via the APS website.

* 06/04/2019 - I spoke with Mr. <<< REDACTED >>> and apologized for the frustration he experienced in utilizing the online rate comparison tool. I confirmed with him that this tool is experiencing an issue affecting a small subset of APS customers, him included, that does not allow them to utilize the tool to obtain their best rate option. I informed him that APS expects to have this issue fixed by the end of the week, 06/07/2019. I advised him that I have performed a rate comparison on his behalf and found that he is currently on the most economical rate based on his energy consumption. Mr. <<< REDACTED >>> then questioned the status of the Stacy Champion Formal Complaint (Docket E-01345A-18-0002) as he has made multiple Public Comments and submitted written comments in the docket. I advised him that the

Formal Complaint is still open as it did not receive a majority vote to dismiss the complaint in the May Open Meeting. As Mr. <<< REDACTED >>> referenced in his email to the Commission that he is unable to view his consumption history going back five years on the APS website, I offered to send him this information as a courtesy. Mr. <<< REDACTED >>> happily accepted my offer and requested I email the information to him.

* 06/06/2019 - I sent an email to Mr. <<< REDACTED >>> that included a spreadsheet listing his consumption history from May 2014 through current. I have attached a copy of this email for your review.

Please let me know if you have any questions.

Thanks,

Elizabeth McFall
Consumer Advocate Sr.

400 North 5th Street, Phoenix, AZ 85004-3902 Tel 602 250 2280 ConsAdv@apsc.com apsc.com

Date:	Analyst:	Submitted By:	Type:
6/11/2019	Deborah Reagan	Telephone	Investigation

6/7 - 9:21 am - Received the following response from customer and forwarded to APS for a response -

I have not hear back yet that the web site plan comparison tool was fix. They advised me that "Some" customers were effected and could not use the tool to determine if the plan they are on is the cheapest. I think it would be good to understand exactly how many was "some" and what the problem actually was as the only thing on the APS web site in my history using it has been this one tool that could lower peoples bills. Its suspicious considering the other factors going on.

Further the findings in the link you shared shows that 32% of customers experienced a increase at or beyond the 10.8%

From the link you provided
23% of customers saw a decrease
77% saw a increase

while the 23% as a decrease was in this link, missing is a total of the customers who saw a increase instead breaking it down into small chunks in order to not stand out. I find this deceptive.

Further assistance

Why was the total of the customer who saw a increase left out of the post on the web ?

I am clearly paying more. A lot more then 10%. I am time shifting and use automation and was part of a 3 part bill going back 15 years on APS so I fully understand demand, peak/off-peak use and know exactly how to manage them.

I need a link or chart showing the plans before the change please.

6/7 - 8:58 am - Sent the following to customer -

Good morning, ,

I have received a response from APS regarding your complaint and also a 5-year spread sheet with your consumption history. I also am including a link to the Commission's news release regarding the Champion complaint from the May Open Meeting - <http://azcc.gov/divisions/administration/news/2019Releases/2019-5-23-may-open-meeting-day-2.asp>. If your concerns have been addressed, I will consider this complaint closed and will advise the Commissioners. Please let me know if you feel your questions/concerns have been resolved or if I can be of further assistance to you.

Regards,
Deb Reagan

Arizona Corporation Commission

Utilities Complaint Form

Investigator: Al Amezcua	Phone: <<< REDACTED >>>	Complaint Date: 8/27/2019
Complaint Number: 2019 - 159781		Priority: Respond within 5 business days
Complaint Codes:	Rates and Tariffs - Explanation of	Closed Date: 9/11/2019 12:47 PM

First Name: <<< REDACTED >>>	Last Name: <<< REDACTED >>>	Account Name: <<< REDACTED >>>
Address: <<< REDACTED >>>		
City: Scottsdale	State: AZ	Zip Code: 85266
Cell: <<< REDACTED >>>	Email: <<< REDACTED >>>	

Company: Arizona Public Service Company	Division: Electric
For Assignment	Phone: <<< REDACTED >>> Email: <<< REDACTED >>>

Nature Of Complaint

APS sent info about ability to switch service plans. I responded and after 2 weeks they replied to say it would be to my advantage to switch from Combined Advantage Plan to Time Advantage 9-9 plan. It would save us approx \$47 per month. In speaking with APS reps I was advised the calculations are internal and not available. When I ask if I switch plans and it does not save me money can I switch back to current plan they said NO. "Tack our word and it will be better, but if not no recourse". Why can't they give me the supporting figures for their recommendation and/or give me the ability to return to current plan if it turns out the recommended plan is not?

if a customer switches to a plan recommended by APS why can't they switch back?

Can APS provide the supporting figures of your recommendations? if no Why?

Investigation			
Date:	Analyst:	Submitted By:	Type:
9/11/2019	Al Amezcua	Email	Company Response

-----Original Message-----

From: ConsAdv@apsc.com <ConsAdv@apsc.com>

Sent: Wednesday, September 04, 2019 2:44 PM

To: Al Amezcua <Aamezcua@azcc.gov>

Subject: RE: Arizona Corporation Commission Utility - Complaint #159781 - <<< REDACTED >>>

Complaint Number: 2019-159781

Customer: <<< REDACTED >>> and <<< REDACTED >>>

Address:

Established Service: 1992

Rate: EPR-6, Net Metering rate with the ECT-1R, Combined Advantage 9pm-9am rate

Autopay: Yes

Hi Al,

My investigation found that the following occurred regarding Mr. <<< REDACTED >>>'s concerns:

- * 10/30/2009 - APS recently approved Mr. and Ms. <<< REDACTED >>>'s solar application and as such, installed the appropriate meters at their residence. A bi-directional meter along with an APS production meter are the required meters for solar customers. The bi-directional meter is the billing meter that allows APS to record the energy delivered to the customer and the excess energy received from the customer. The APS production meter records the total amount of energy generated by the customer's solar photovoltaic (PV) system. The installation of these meters allowed Mr. and Ms. <<< REDACTED >>> to activate their PV system and reduce their load from APS by consuming their own generated electricity.
- * 08/15/2017 - The Commission approved the settlement agreement in APS's general rate case. This approved agreement allows existing solar customers and those who submit a completed solar application by 08/31/2017 to be grandfathered into the existing Net Metering rules and existing retail rates (legacy rates). Additional Details can be found in Docket No. E-01345A-16-0036 (Decision No. 76295).
- * June 2019 - As a result of the rate review of APS's settlement agreement performed by Staff and Overland Consulting, it was recommended that APS provide grandfathered net metered solar customers with legacy demand rates (ECT-1R and ECT-2) an additional opportunity to switch to a different legacy rate plan (E-12, ET-1 or ET-2). It was further recommended that APS allow these customers through the end of 2019 to change their legacy rate plan if they choose to do so. The Commission approved this recommendation (Decision No. 77270).
- * 08/07/2019 - APS mailed and emailed Mr. and Ms. <<< REDACTED >>> their August monthly bill in the amount of \$286.56. Accompanied with the bill, was a bill insert advising Mr. and Ms. <<< REDACTED >>> of their opportunity to change from their legacy demand rate. Additionally, APS mailed a letter to Mr. and Ms. <<< REDACTED >>>'s residence regarding their opportunity to change legacy rates. Both communications encouraged them to contact APS to discuss their rate options and have a personalized rate analysis performed on their behalf.
- * 08/15/2019 - Mr. <<< REDACTED >>> called APS to discuss his rate options based on the correspondence he received from the Company. APS advised him of his opportunity to change from the legacy demand rate he had been on since the installation of his PV system in 2009. APS committed to having a rate comparison performed on his behalf to determine which legacy rate would be more advantageous and contact him with the results.
- * 08/26/2019 - APS called Mr. <<< REDACTED >>> to inform him of the results of the rate comparison. APS left a message advising him the most economical legacy rate was the ET-1, Time Advantage 9pm-9am rate which showed a savings of approximately \$560.00 in the previous 12 months.
- * 08/26/2019 - Mr. <<< REDACTED >>> returned APS's call and the ET-1 legacy rate was discussed in detail. APS informed him that he had through 12/31/2019 to change legacy rates and once he changed, he would be locked into the rate in order to maintain his grandfathered status. Mr. <<< REDACTED >>> stated he understood and would contact the Company if he decided to change rates.
- * 08/27/2019 - Mr. <<< REDACTED >>> called APS to once again discuss the ET-1 legacy rate in detail. He then requested APS send him the rate comparison so he had it in writing. APS explained to him that the solar rate comparison tool was an internal Company document and could not be provided to him.
- * 08/30/2019 - I called Mr. <<< REDACTED >>> to discuss his concerns and left a message.
- * 09/04/2019 - I spoke with Mr. <<< REDACTED >>> and we discussed the ET-1 legacy rate in great detail. I confirmed with him that APS's analysis shows this is the most economical rate based on his previous 12 months of billing. Mr. <<< REDACTED >>> then stated his concern that he cannot switch back to his current rate if he decides to change to the ET-1 legacy rate if for any reason he does not like the new rate. I advised him that I do not see why he would want to change back to a legacy demand rate as it is more costly. However, I stated that I would be willing to make an exception on his behalf and allow him to change back to the ECT-1R legacy rate as long as he requested this change by 12/31/2019. Mr. <<< REDACTED >>> was extremely appreciative of my offer and willingness to further explain the ET-1 legacy rate. He stated he would like to change to the ET-1 legacy rate.

In response to your questions:

If a customer switches to a plan recommended by APS why can't they switch back?

Previously, grandfathered customers were locked into their rates as of 08/31/2017. The customer would need to remain on their rate as of this date in order to maintain their grandfathered status and grandfathered rates. In June 2019, the Commission approved an exception allowing legacy demand grandfathered customers an additional opportunity to change legacy rates.

Can APS provide the supporting figures of your recommendations? If no, why?

APS was unable to provide Mr. <<< REDACTED >>> a copy of the tool utilized to perform a rate comparison on his account as it is an internal tool. However, APS can mail Mr. <<< REDACTED >>> a letter including the results of the rate comparison tool. Mr. <<< REDACTED >>> no longer requested this be provided to him as I successfully explained the ET-1 legacy rate in enough detail that he understood the rate and savings by changing to it.

Please let me know if you have any questions.

Thanks,

Elizabeth McFall
Consumer Advocate Sr.

400 North 5th Street, Phoenix, AZ 85004-3902 Tel 602 250 2280 ConsAdv@apsc.com apsc.com

Date:	Analyst:	Submitted By:	Type:
9/11/2019	Al Amezcua	Telephone	Investigation

I left a voice mail message for Mr. <<< REDACTED >>> to give me a call back regarding the utility response provided to Staff by APS.